

For: PC | Mobile

EAR FORCE®
R E C O N
320

**TURTLE
BEACH**



**7.1 CHANNEL SURROUND SOUND
AMPLIFIED PC GAMING HEADSET**

USER GUIDE

EAR FORCE® RECON 320
DOLBY 7.1 CHANNEL SURROUND SOUND
AMPLIFIED PC GAMING HEADSET



Congratulations on your purchase of the Ear Force Recon 320 headset from Turtle Beach. Designed for PC gaming, the Recon 320 also supports music, movies, chat and Skype® communication. Turtle Beach brings over 35 years of expertise to transforming your listening experience.



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In the Box

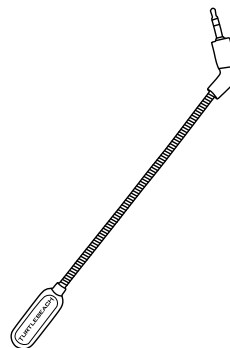
For our Knowledgebase and Technical Support please visit: turtlebeach.com/support

A



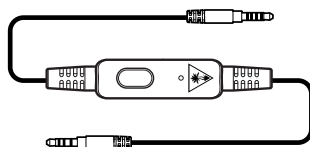
Recon 320 Headset

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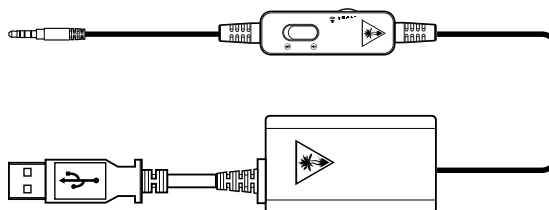
Removable Mic Boom

C



Mobile Cable with In-Line Microphone

D



PC Cable with In-Line Controls

E

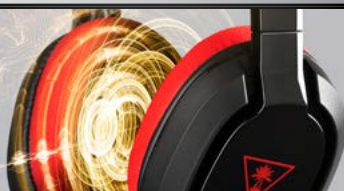


Turtle Beach Sticker

About the Recon 320

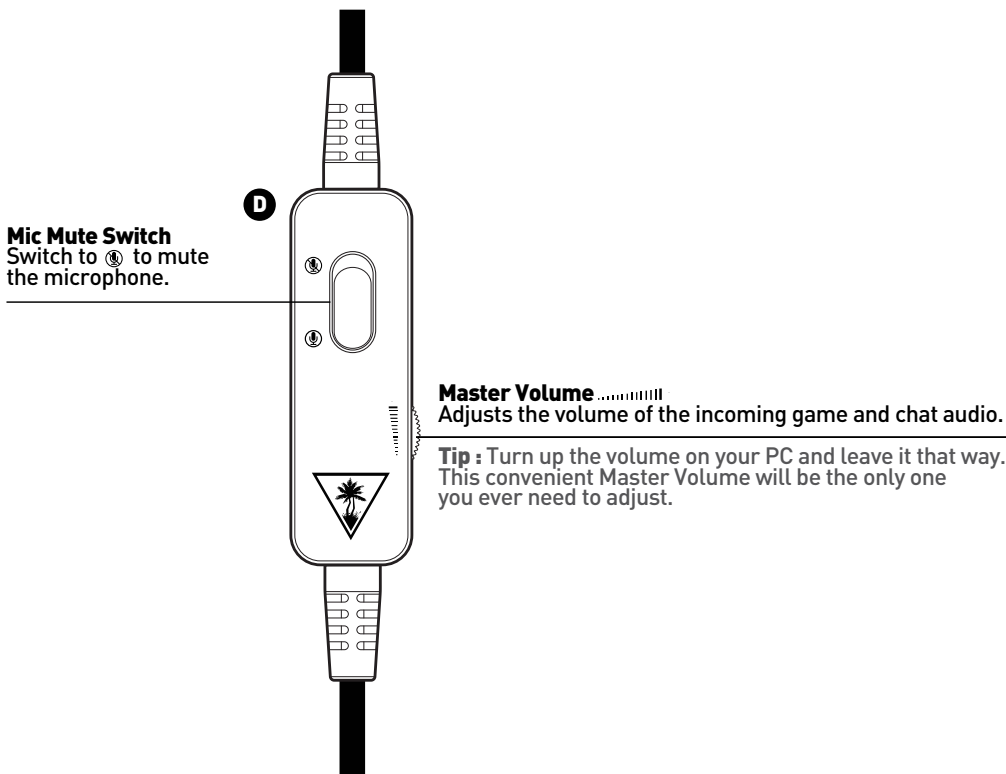
Overview

Place yourself in the middle of the action with the Ear Force® Recon 320 Surround Sound Gaming Headset. Pinpoint audio cues with amazing Dolby 7.1 Surround Sound** through full-range 50mm speakers and enjoy hours of comfort and noise-isolation with around-the-ear, breathable mesh ear cushions.

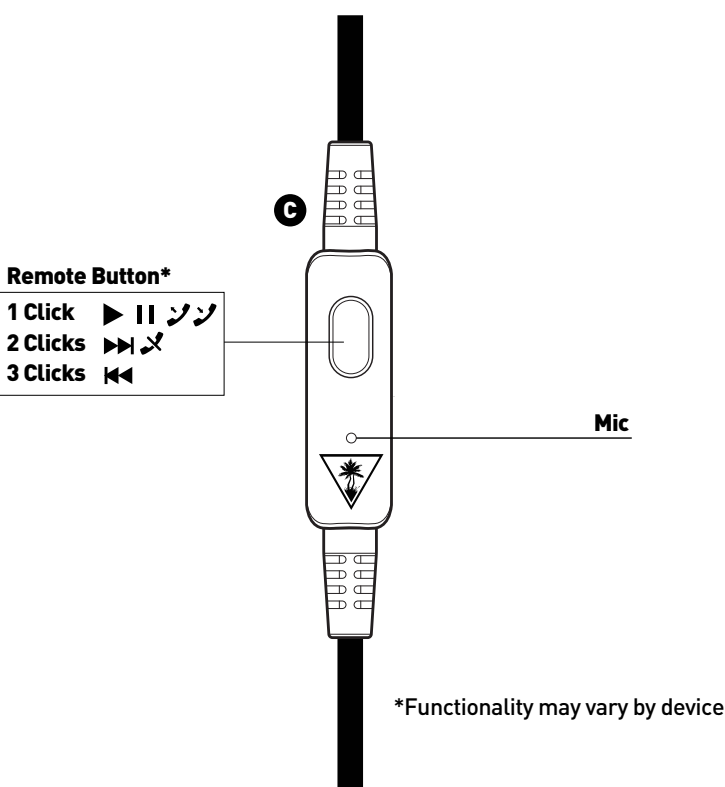
	Dolby 7.1 Surround Sound Takes the excitement of your games to the next level with more depth, realism and spatial accuracy.
	Swappable Speaker Plates Personalize the look of your Recon 320 with a new design from TurtleBeach.com/plates
	Simple Plug and Play Setup A single USB connection for PC or a 3.5mm jack on mobile devices.
	Full-Range Audio Powerful 50mm Neodymium speakers deliver crisp highs & powerful lows.
	Quiet & Comfortable Around-the-ear design optimized for noise isolation and long play sessions.
	Not Just for Gaming The Recon 320 is also perfect for streaming video, music and Skype™.

Parts and Controls

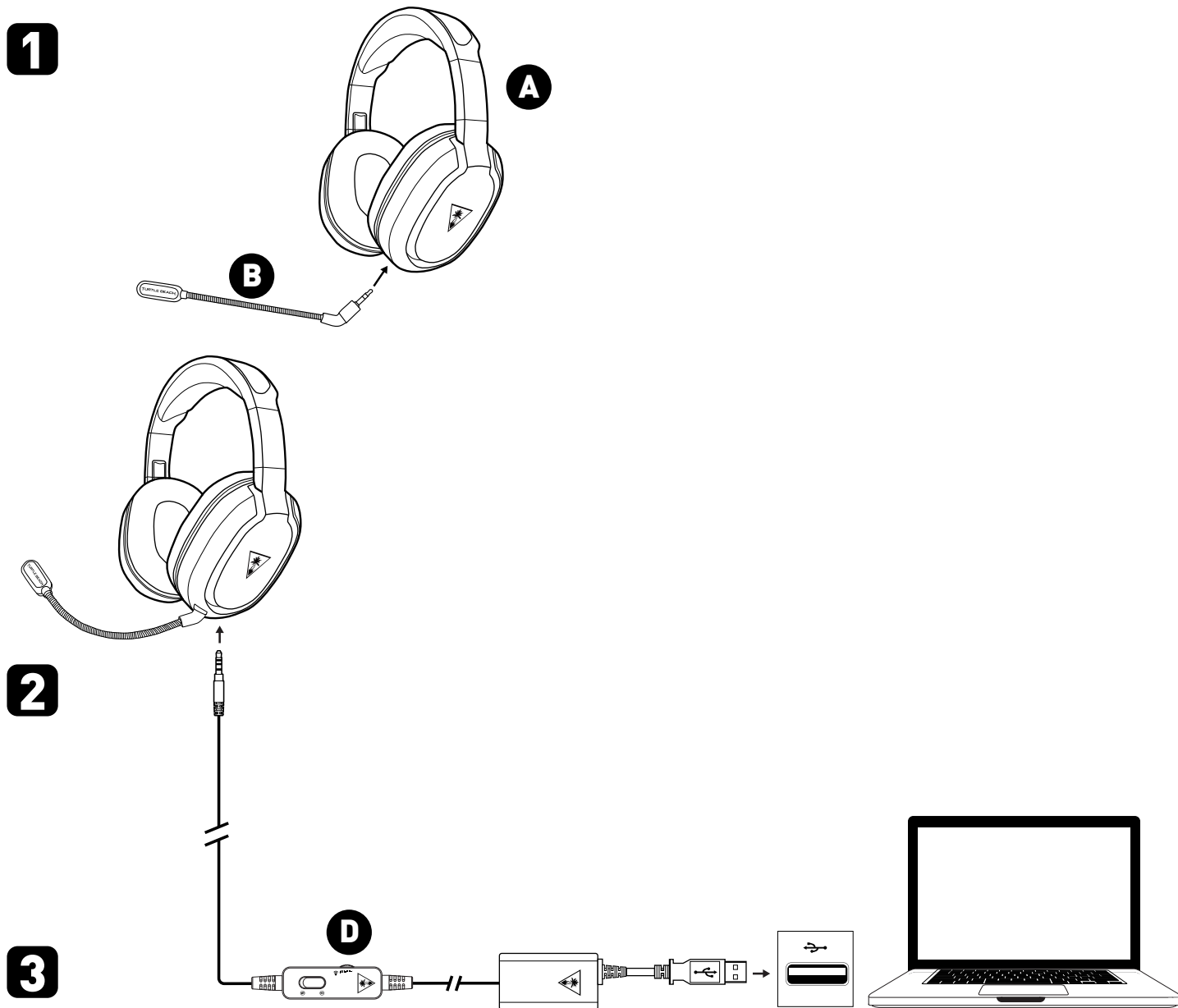
PC Cable In-Line Controls



Mobile In-Line Controls



Connections



1. Insert the removable Mic Boom into the jack on the left earcup of the Recon 320.
2. Insert the audio connector into the left earcup of the Recon 320
3. Insert the USB end of the PC Cable into any available port on your PC..

Windows PC Setup

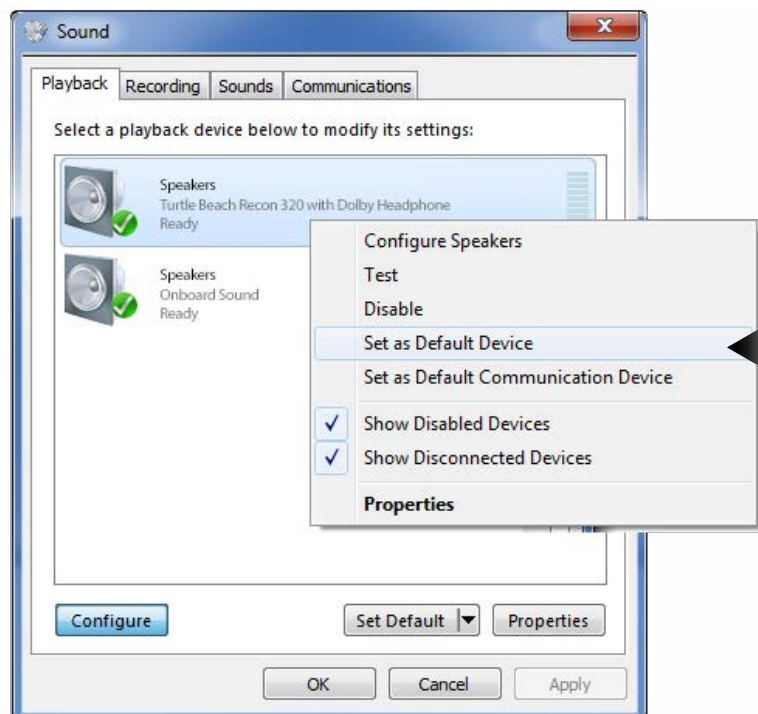
The Ear Force Recon 320 headset is designed for use with Windows 7 and Windows 8® PCs.

Visit TurtleBeach.com/Recon320Surround and download the Turtle Beach Dolby Headphone Driver.

Follow the on-screen prompts to install the Driver and restart your computer.

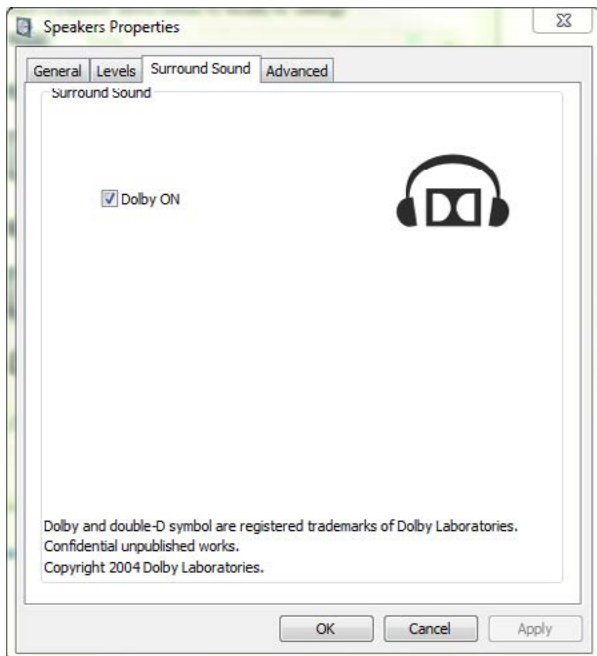


1. Right click the **Speaker** icon in your task bar and select **Playback Devices**.



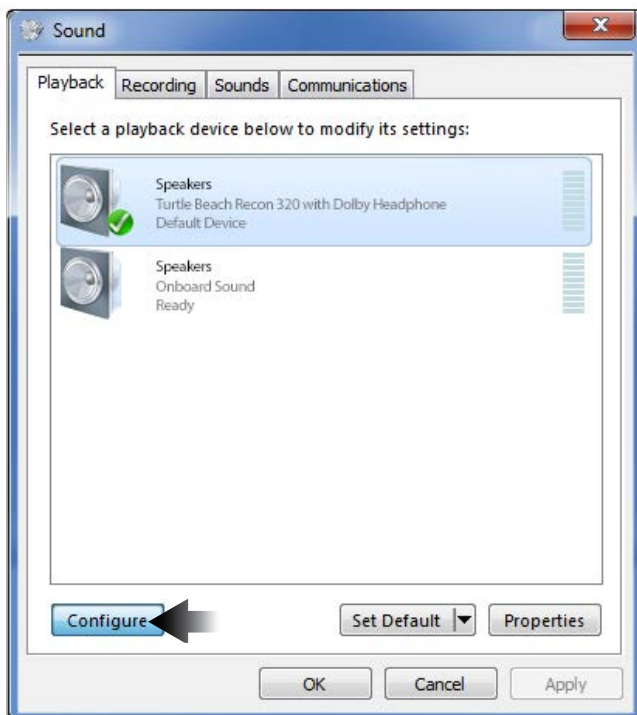
2. Right click on **Recon 320 with Dolby Headphone** and select **Set as Default Device**.

Windows PC Setup



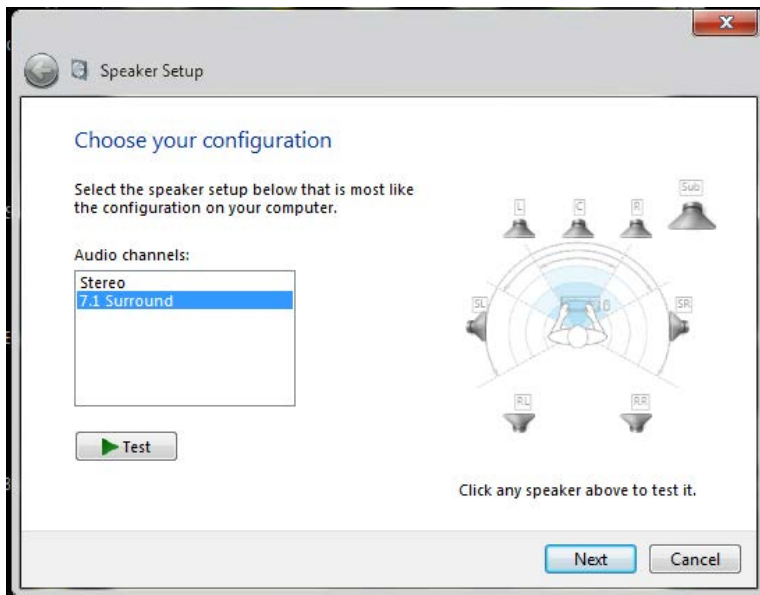
3. Left Click **Properties** and select the **Surround Sound** tab.

4. Make sure “**Dolby On**” is selected, then left-click “**OK**”.



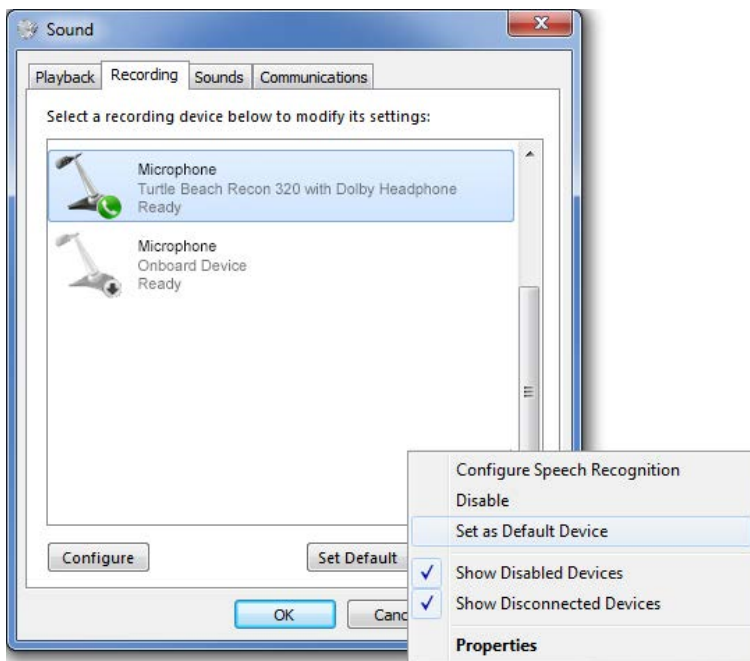
4. Left click **Recon 320 with Dolby Headphone** and then click the **Configure** button.

Windows PC Setup



5. In the **Audio Channels** list, make sure **7.1 Surround** is selected.

6. Click on **Next** two times to ensure that **Front Left and Right** and **Surround Speakers** are set to full range. Then click on **Next** again to confirm setting.



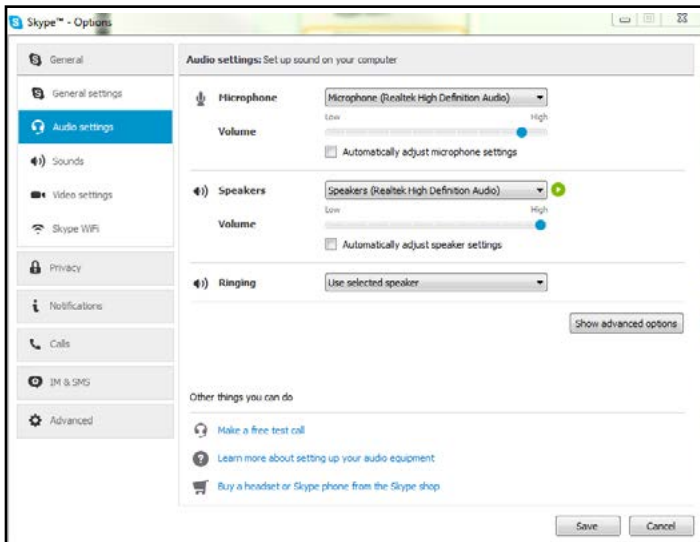
7. Click on the **Recording** tab, then right click **Recon 320 with Dolby headphone** and select **Set as Default Device**. When you speak, you should see the green sound level meter bars on the right respond.

8. Click on **OK** to accept the settings and close the Sound dialog box.

NOTE: When you use a new game or entertainment program, be sure to select **Surround Sound** in the software's audio setting if available. If "Virtual Surround Sound" or "Surround Sound Processing" are options in-game, **do not** select it.

Skype® Setup

The Recon 320 is ideal for clear, hands-free Skype communication. Skype setup takes just a few seconds.

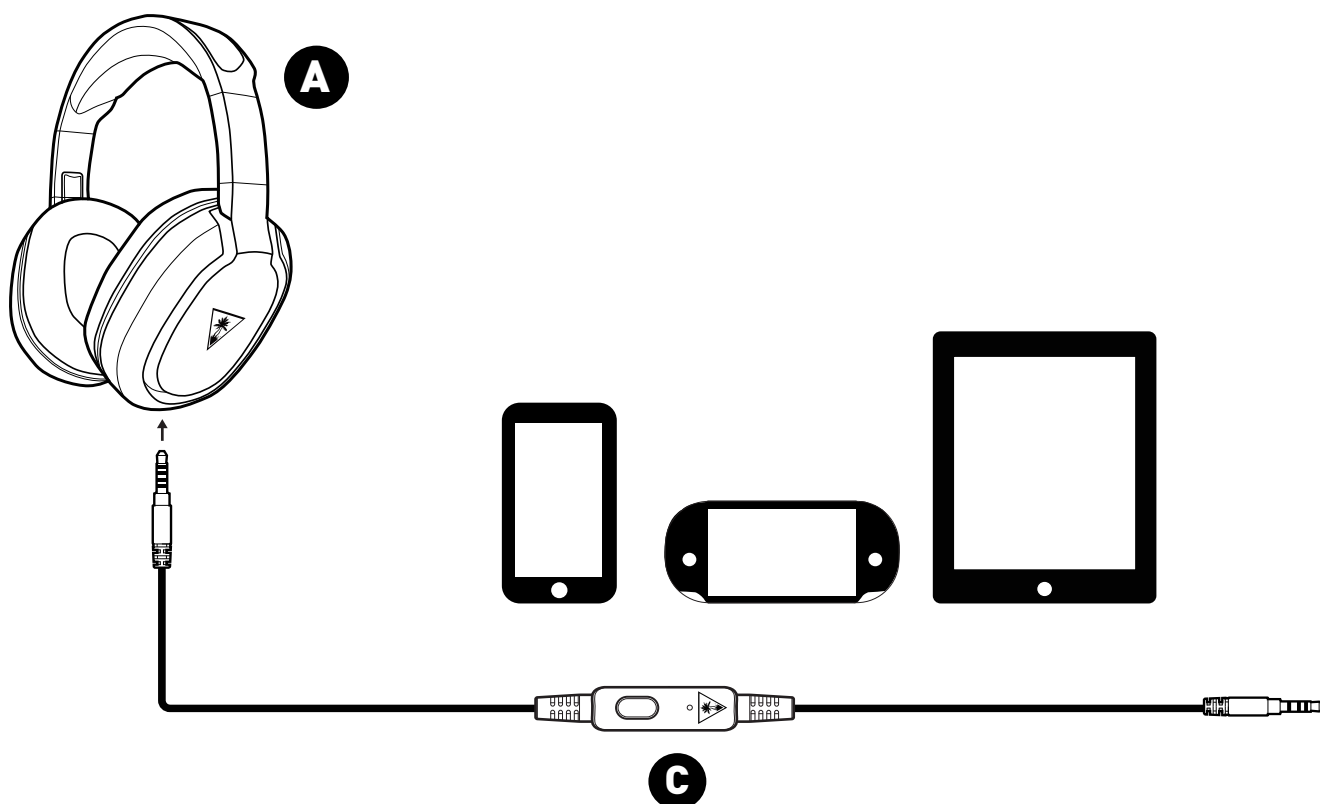


NOTE: Screens vary by operating system. PC shown here.

1. For Windows® PCs, in the Skype application menu bar, click on **Call > Audio Settings**.
2. In the **Audio Settings** dialog box, select **Recon 320 with Dolby Headphone** in the **Microphone** drop down box.
3. Select **Recon 320 with Dolby Headphone** in the **Speakers** drop down box.
4. To test the microphone, first confirm that the Recon 320 Removable Mic Boom is attached, the Recon 320 Switch is set to Off and that Recon 320 Master Volume Control is turned up. Then speak into the headset. When you speak, look in the dialog box. You should see the **Mic Volume** indicator level bars respond.
5. By default, the Skype application adjusts microphone volume automatically. You can disable this feature by de-selecting **Automatically adjust microphone settings**.

Connecting Mobile Devices

You can plug the Recon 320 headset directly into mobile phones, tablets and other devices using the Mobile Cable with In-Line Microphone.



Adjusting Sound

If you want to...	Then...
Adjust game/media volume.	Use the Master Volume control on the convenient in-line cable.
If you want to...	Then...
Turn the microphone on or off.	Use the switch on the In-line cable to mute all outgoing mic audio.



Speaker Plates

Personalize the look of your Recon 320 with a new design from TurtleBeach.com/plates.

*The availability of additional speaker plates varies by market and is subject to local restrictions.



Specifications

- **Speakers:** 50mm Diameter with neodymium magnets
- **Headset frequency response:** 20 Hz – 20 kHz
- **Microphone Design:** Removable Omni-Directional
- **Headset input:** USB (PC) & 3.5 mm 4-pole (Mobile)
- **Headset weight:** 8oz (220g)



Troubleshooting Tips

No sound:

Possible Cause	Solution
Master Volume Control turned down	Check that the Master Volume Control is set to an appropriate level.
PC Volume Control turned down	On your PC, click the Speaker icon in the System Tray (lower right corner of the screen) and slide it up to an appropriate level.
Loose connection	Confirm all connections are solid.

Voice Chat Drops:

Most in-game voice chat drops are caused by network congestion or “lag.” They usually subside after a few moments so please be patient. In extreme cases, you may need to leave the game and return to reset the chat function. If you use a wireless internet connection, low signal strength from your modem/router can make the voice chat malfunction. For best results, we recommend a wired connection from your modem/router to your computer.

Microphone not working:

Possible Cause	Solution
Not selected as an Input Device	Select the Recon 320 as an Input Device as described in “Windows PC Setup” on page 8. Additionally, check the Audio Settings in the specific software program you are using.
Mic muted	Check that the Mic is set to the Mic symbol  on the In-Line.
Mic disconnected	Confirm that the Removable Mic Boom is firmly inserted into the Headset.

If your issue is not resolved by these steps, please visit turtlebeach.com/support

Important Safety Information

To avoid potential damage to the device, always disconnect all cables before transporting it.

WARNING: Permanent hearing damage can occur if a headset is used at high volumes for extended periods of time, so it is important to keep the volume at a safe level. Over time, your ears adapt to loud volume levels, so a level that may not cause initial discomfort can still damage your hearing. If you experience ringing in your ears after listening with the headset, it means the volume is set too loud.

The louder the volume is set, the less time it takes to affect your hearing. So, please take care to listen at moderate levels.

- Before placing a headset on your ears, turn the volume down completely, then slowly increase it to a comfortable level.
- Turn down the volume if you can't hear people speaking near you.
- Avoid turning up the volume to block out noisy surroundings.

Regulatory Compliance Statements for the EAR FORCE Recon 320 Model

Federal Communications Commission (FCC) Compliance Notices

Class B Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15, Subpart B of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Canadian ICES Statements

Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class B limits for radio-noise emissions from a digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class B digital apparatus complies with Canadian ICES-003.

Règlement sur le brouillage radioélectrique du ministère des Communications

Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe B prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada. Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

European Union and European Fair Trade Association (EFTA) Regulatory Compliance

This equipment may be operated in the countries that comprise the member countries of the European Union and the European Fair Trade Association. These countries, listed below, are referred to as The European Community throughout this document:

AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, ICELAND, IRELAND, ITALY, LATVIA, LICHTENSTEIN, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, NORWAY, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, SWITZERLAND, UNITED KINGDOM

Declaration of Conformity

Marking by this symbol: **CE**

indicates compliance with the Essential Requirements of the EMC Directive of the European Union (2004/108/EC). This equipment meets the following conformance standards:

Safety: EN 60950-1: 2006 + A11 + A1 + A12 (T-Mark License)
Also Licensed for Standards:
EC 60950-1: 2005 + A1: 2009, (CB Scheme Report/Certificate),
UL60950-1 (NRTL License), CSA22.2, 60950-1 (SCC License)
Additional licenses issued for specific countries available on request

Emissions: EN 55022: 2010, EN 50332-1: 2000, EN 50332-2: 2003
CISPR 22: 2008

Immunity: EN 55024: 2010, EN61000-4-2: 2008, EN61000-4-3: 2010,
EN61000-4-4: 2011,

The products are licensed, as required, for additional country specific standards for the International Marketplace.
Additional issued licenses available upon request.

Environmental: Low Voltage Directive 2006/95/EC,
RoHS 2011/65/EU,
REACH 2006/1907/EC,
WEEE 2012/19/EU,
Packaging 94/62/EC

Warning!

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take appropriate measures.

Achtung!

Dieses ist ein Gerät der Funkstörgrenzwertklasse B. In Wohnbereichen können bei Betrieb dieses Gerätes Rundfunkstörungen auftreten, in welchen Fällen der Benutzer für entsprechende Gegenmaßnahmen verantwortlich ist.

Attention!

Ceci est un produit de Classe B. Dans un environnement domestique, ce produit risque de créer des interférences radioélectriques, il appartiendra alors à l'utilisateur de prendre les mesures spécifiques appropriées.



This symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.

LIMITED ONE YEAR WARRANTY FOR TURTLE BEACH PRODUCTS:

Voyetra Turtle Beach, Inc. ("VTB") warrants to the original end-user purchaser ("Purchaser") that the retail Turtle Beach hardware product herein ("Product") will be free of defects in materials and workmanship for a period of one year from the date of purchase by the Purchaser ("Warranty Period"). Any Extended Warranty or Service Plans purchased through a Retail store are not honored by VTB. The Warranty refers to the repair/replacement of a defective product during this period and not a refund.

This limited warranty is extended only to the original Purchaser of a new product, which was not sold "AS IS". It is not transferable or assignable to any subsequent purchaser. This limited warranty is applicable only in the country or territory where the Product was purchased from an authorized VTB retailer and does not apply to a Product that has been purchased as used or refurbished or was included as part of a non-VTB product.

WARRANTY SERVICE:

In the USA and CANADA Warranty Service is provided by our Turtle Beach USA offices and in all other Countries it is provided by our local International Distributors when available. Refurbished/Recertified products are sold on an AS IS basis with a 90-day Warranty or less in accordance with each vendor's policy.

VTB does not warrant uninterrupted or error-free operation of the Product and is under no obligation to support the Product for all computer operating systems or future versions of such operating systems.

If a defect should occur during the Warranty Period, Purchaser must contact VTB to obtain a Return Merchandise Authorization ("RMA") number on the basis of the dated purchase receipt. Purchaser will be responsible for shipping costs incurred in returning the defective Product to an authorized VTB service center, or to the repair facility located at VTB's corporate headquarters. VTB will not be responsible for other products or accessories included with the defective Product sent to VTB. The RMA number must be clearly indicated on the outside of the package. Packages without an RMA number will be refused by VTB or its representatives and returned to sender at the sender's expense.

In the event of a defect, Purchaser's sole and exclusive remedy, and VTB's sole liability, is expressly limited to the correction of the defect by adjustment, repair, or replacement of the Product at VTB's sole option and expense. VTB owns all Products it has replaced and all parts removed from repaired Products. VTB uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If VTB repairs or replaces a product, the original Warranty Period is not extended, however, VTB warrants that repaired or replacement parts will be free from defects in material and workmanship for a period of thirty (30) days from the date of repair or replacement, or for the remainder of the Warranty Period, whichever is greater.

This warranty does not apply to any Product that has had its serial number altered, removed or defaced, or any Product damage caused by shipping, improper storage, accident, problems with electrical power, abuse, misuse, neglect, ordinary wear, acts of God (e.g. flood), failure to follow directions, improper maintenance, use not in accordance with product instructions, unauthorized modification or service of the Product or damage resulting from the use of the Product with hardware, software or other products not provided by or specifically recommended by VTB.

NOTES:

- Replacement Parts and accessories that are subject to "wear and tear" such as earpads, mic foam covers, talkback cables, etc. have a three (3) month Warranty.
- Replacement Parts for Discontinued Products are sold on an AS IS basis, they are not supported and come with a 30 day Warranty.

THIS LIMITED WARRANTY IS PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, VTB HEREBY DISCLAIMS THE APPLICABILITY OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE FOR THE PRODUCT. IF SUCH A DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, THE IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY.

IN NO EVENT SHALL VTB BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, DATA, OR LOSS OF USE, ANY THIRD PARTY CLAIMS, AND ANY INJURY TO PROPERTY OR BODILY INJURY (INCLUDING DEATH) TO ANY PERSON, ARISING FROM OR RELATING TO THE USE OF THIS PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR STRICT LIABILITY, EVEN IF VTB HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty supersedes all prior agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein will modify these terms. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following the purchase of the Product.

EXCLUSIONS FROM LIMITED WARRANTY:

This Limited Warranty shall not apply and VTB has no liability under this Limited Warranty if the Turtle Beach Product:

- is used for commercial purposes such as "LAN, Call Centers" (including rental or lease);
- is modified or tampered with;
- is damaged by Acts of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, or other causes unrelated to defective materials or workmanship;
- serial number is defaced, altered or removed;
- is not used in accordance with the documentation and use instructions; or
- is repaired, modified or altered by other than authorized repair centers.
- is no longer available because it was discarded.

For: PC | Mobile



Watch Turtle Beach product training videos at:
youtube.com/TurtleBeachVideos



Product support and warranty information:
TurtleBeach.com/support

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